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Sent: Thursday, February 19, 2009 1:16 PM
To: Williams, Catrice (DTC)
Cc: selectboard@leverett.ma.us
Subject: Comments on Verizon service at 85 Juggler Meadow, Leverett, MA

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I read an article today that you are looking into Verizon's service in Western MA and wanted to provide some comments.

We've been here 15 years and never have had what we would call good telephone service. Several times a week we have to hang up and re-call folks in order to be able to hear without a loud buzz or other interference. A couple of years ago we had to go to satellite internet as we were unable to get or maintain connections with our dial-up service due to the noise and interference on the line. We also have Verizon cellular service partly as an attempt to get some sort of reliable telephone service. However, that wireless service is just as iffy. As an example, today I got an indicator that I had a voicemail, but had never received the call itself, which is a several times a week occurrence.

Several years ago we had Verizon techs here a number of times to work on our phones and lines. We were told that they had switched our line to the only unused line in the cable to see if that helped and that if they buried new line from the street to our house we might get slightly better service, but there were no guarantees. The final comment from one of the techs was that our line was so much better than those in the hill towns that if we were up there we'd pay extra for the quality.

Between the poor quality of phone service, lack of cable, and now no over-the-air television, it seems like we've moved to a third world country without the hassles of moving. All this even though we're only 1/4 mile from Amherst, MA, a highly wired and connected community.

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